



AT&T MICHIGAN 9-1-1 CONTACT LIST – February 1, 2017

(Please use the list below to find the proper 9-1-1 Team Contact for your question or concern.)

Please report all 9-1-1 service issues related to the 9-1-1 Network
or AT&T maintained CPE to the AT&T 9-1-1 Resolution Center
(available 24 hours a day, 7 days a week)

888-424-3911

*Non-9-1-1 service issues (radio circuits, ring down circuits, administrative lines)
can be reported to AT&T via the Express Ticketing website. Please have your circuit ID ready.*

<https://expressticketing.acss.att.com/expressticketing/>

- *9-1-1 Database (MSAG requests, ALL issues), please contact:*

Lesley Rosson Chatmon, 9-1-1 Database Manager (LR1325@att.com)

708-229-0475 – office / 708-629-6193 - cellular

Escalations: Frank Abbenhaus, Area Manager, 9-1-1 Database Management (fa7766@att.com)
314-505-3662 – office

- *9-1-1 Service Management (9-1-1 Service Questions/Concerns), please contact:*

(See next page for 9-1-1 Service Executive Assignments by county)

PSAPs primarily served out of Grand Rapids or Cadillac Selective Routers

Keary Bertola, 9-1-1 Service Executive – (KB2193@att.com)

219-213-0376 – cellular

PSAPs primarily served out of Ann Arbor, Bay City, or Rochester Selective Routers

Randy Lewis, 9-1-1 Service Executive – (RL2859@att.com)

330-232-2346 – cellular

Escalations: Kate Beinecke, Area Manager, 9-1-1 Service Management (kb5174@att.com)
414-678-4986 – office

- *9-1-1 Sales (pricing requests, new CPE sales), please contact:*

Paul Rzeznik, 9-1-1 Solutions Consultant (PR6251@att.com)

248-395-1856 – office / 248-701-4026 – cellular

Escalations: Joe Nash, Sales Manager, Public Safety (jn6191@att.com)
314-800-7976 – cellular



Michigan Counties supported by Keary Bertola for 9-1-1 Service Management			
Allegan	Eaton	Kalamazoo (cont.)	Leelanau
Barry	Hillsdale	Portage Police	Manistee
Benzie	Ingham	Western Michigan Univ.	Mecosta/Oceola
Berrien	Ionia	Kalkaska	Meceola CD
Berrien Co. Sheriff	Jackson	Kent	Missaukee
Niles Police	Kalamazoo	Grand Rapids Police	Ottawa
Calhoun	Kalamazoo Co. Sheriff	Kent Co. Sheriff	Wexford
CCE	Kalamazoo Public Safety	Life Ambulance (Sec.)	
Clare	Kalamazoo Twp Police	Lake	

Michigan Counties supported by Randy Lewis for 9-1-1 Service Management			
Gladwin	Oakland (cont.)	Washtenaw	Wayne (cont.)
Lapeer	Farmington Hills Police	Chelsea Police	Redford Twp Police
Livingston	Ferndale Police	Eastern Michigan Univ.	Romulus Police
Macomb	Hazel Park Police	Milan Police	Van Buren Twp PS
Centerline Police	Madison Heights Police	Pittsfield Twp Police	Wayne Co. A/P Auth.
Chesterfield Twp Police	Novi Police	Saline Police	Westland Police
Fraser Police	Oak Park Police	Univ. of Michigan PS	<i>Detroit Service District</i>
Macomb Co. Sheriff	Oakland Co. Sheriff	Washtenaw Co. Metro Disp.	Detroit Police
Richmond Police	Rochester Police	Huron Valley Amb. (Sec.)	Hamtramck Police
Romeo Police	Royal Oak Police	Wayne	MSP - Detroit Regional
Selfridge ANGB	Southfield Police	<i>Conf. of Eastern Wayne</i>	<i>Downriver Conference</i>
SERESA	Troy Police	Grosse Pointe Farms PS	Brownstown Twp Police
Shelby Twp Police	Waterford Twp Police	Grosse Pointe Park PS	Downriver CD
Utica Police	West Bloomfield Police	Grosse Pointe Woods PS	Ecorse Police
Warren Police	White Lake Police	Harper Woods Police	Flat Rock Police
US Army - Detroit Arsenal (Sec.)	Parastar (Sec.)	<i>Conf. of Western Wayne</i>	Gibraltar Police
Mid-Michigan Medical	Ogemaw	Canton Police	Grosse Ile Twp Police
Monroe	Saginaw	Dearborn Police	Melvindale Police
Oakland	Saginaw County CD	Dearborn Heights Police	River Rouge Police
Berkley Police	MMR (Sec.)	Huron Twp Police	Rockwood Police
Birmingham Police	St. Clair	Livonia Police	South Downriver CC
Bloomfield Hills Police	Clay Twp Police	Northville Twp PS	Taylor Police
Bloomfield Twp Police	St. Clair Co. CD	Plymouth CC	Woodhaven Police